

IN THE CLAIMS:

1. (Currently amended) A Web/Internet based reporting system for communicating call detail information relating to traffic pertaining to a customer's telecommunications network to a client workstation via an integrated interface, said system comprising:

client browser application located at said client workstation for enabling interactive Web based communications with said reporting system, said client workstation identified with a customer and providing said integrated interface;

at least one secure server for managing client sessions over the internet, said secure server supporting a secure socket connection enabling encrypted communication between said browser application client said secure server;

a report manager server in communication with said at least one secure server for maintaining an inventory of reporting items associated with a customer, the reporting items comprising report data types and report customization features for reports to be generated for the customer;

a data retrieval device for retrieving customer specific data from the customer's telecommunications network at pre-determined times; and,

a requestor application enabling the customer to communicate a data report request message via said integrated interface to the report manager server, the request message being verified to ensure valid formatting and appropriate parameters for the customer specific data,

said request message comprising a metadata description of particular reporting items to be retrieved, said metadata description of particular reporting items being verified and forwarded to said retrieval device, and said retrieving device obtaining customer specific data in accordance with the metadata request,

whereby said customer-specific retrieved data and said metadata description of said reporting item are communicated to said client workstation and utilized to generate a completed report for presentation to said customer, the completed report capable of being dynamically determined based on the metadata and one or more of customization options and user options.

2. (Original) The reporting system as claimed in claim 1, wherein said requestor application for enabling initiation of a communication further enables presentation of a report request menu comprising user selectable reporting options for said customer report in accordance with predetermined customer entitlements.

3. (Original) The reporting system as claimed in claim 2, wherein said requestor application further enables user selection of one or more specific reporting options for a desired report, and in response, generates said report request message for communication over a secure communications link via said at least one secure server to said report manager server.

4. (Original) The reporting system as claimed in claim 1, wherein said data retrieval device includes a process for obtaining call detail information generated from a telecommunications network switch provided within said customer's telecommunications network.

5. (Previously presented) The reporting system as claimed in Claim 4, wherein a requestor applet further enables customer scheduling of report request metadata descriptions to be communicated from said report manager to said retrieval device at a customer-specified frequency.

6. (Original) The reporting system as claimed in claim 5, wherein said secure web server further generates report requestor applets for communication over said secure communications link to said client workstation, one of said requestor applets capable of presenting said reporting items to a customer via said report requestor application.

7. (Original) The reporting system as claimed in claim 1, wherein said customer specific data information relates to a customer's telecommunication network usage at user-specified time intervals.

8. (Original) The reporting system as claimed in claim 1, wherein said customer specific data information relates to unpriced traffic call detail data.

9. (Original) The reporting system as claimed in claim 8, wherein said retrieval device includes a process for generating statistical data based on retrieved customer-specific call detail data.

10. (Original) The reporting system as claimed in claim 9, wherein said retrieval device communicates call detail data in real-time to said client workstation over said secure communication link.

11. (Original) The reporting system as claimed in claim 1, further including a report viewing device associated with said client workstation for receiving said metadata description of a requested report type and corresponding retrieved customer specific data, and generating said report for display at said interface.

12. (Currently amended) A method for communicating call detail information relating to traffic pertaining to a customer's telecommunications network to a client workstation via an integrated interface, said method comprising:

enabling interactive Web based communications between said client workstation identified with a customer and one or more secure servers over a secure communications link, said Web based communications including forwarding of report request messages and associated report response messages back over said secure communications link;

accessing reporting items based on a customer entitlement information for a requested report to be generated;

generating a corresponding response message including a metadata description of said reporting items for a requested report;

verifying the request message to ensure valid formatting and appropriate parameters for the reporting items,

retrieving said customer-specific data from said customer's telecommunications network in accordance with said reporting items included in said metadata description; and

generating a completed report for said customer from said metadata description of said reporting items and said retrieved customer-specific data via said integrated interface, the completed report capable of being dynamically determined based on the metadata and one or more of customization options and user options.

13. (Original) The method as claimed in claim 12, further including the step of presenting a report request menu comprising various reporting options for said customer in accordance with predetermined customer entitlements, said reporting options including report creation and customization of said reporting items.

14. (Original) The method as claimed in claim 13, further including the step of generating a report request message in response to user selection of a specific report option for communication over said secure communications link, and communicating a response message over said communications link for display at said client workstation.

15. (Original) The method as claimed in claim 14, wherein said step of retrieving customer-specific data includes the step of polling said telecommunications network to obtain call detail records pertaining to a customer's telecommunications traffic.

16. (Original) The method as claimed in claim 15, further including the step of specifying a polling interval for retrieving customer-specific data from said telecommunications network.

17. (Original) The method as claimed in claim 16, further including the step of scheduling the generation of a report for said customer via said integrated interface, said scheduling step including storing reporting items included in a prior created metadata report description and retrieving customer-specific data for generation of a report according to the stored reporting items at the scheduled time.

18. (Original) The method as claimed in claim 17, further including generating requestor applets for communication over said secure communications link to said client

workstation, one of said applets presenting reporting items to a requesting customer via said interface.

19. (Original) The method as claimed in claim 12, further including the step of supporting encrypted communication of report requested messages and report response messages between said client application and a secure server over said secure communications link.